

1 Cont.
2 Cont.
[associating an agent group of the plurality of agent groups with a subject matter of each audio-access icon of the web site;]

detecting activation of an audio access icon of the plurality of icons by the Internet user;

determining an overall type of question associated with [each] the activated audio-access icon from a context of prior interactions between the Internet user and the web site;

[detecting an activation of an audio access icon of the plurality of icons;]

selecting an agent of the plurality of agents with a best relative ability to answer the determined type of question based upon a skills list for the plurality of agents [group]; and

establishing a voice path using IP telephony between Internet voice plug-ins of the user and [an] the selected agent [of the associated agent group based upon activation of a audio-access icon by the user].

Amend claim 18 to read as follows:

Sub D5
18. A method of servicing an inquiry from a user through the Internet, such method comprising the steps of:

G2
providing a web site with a plurality of audio access icons and at least some web pages with an audio access icon of the plurality of audio access icons associated with each web page of the at least some web pages;

associating an agent group with a subject matter of each audio-access icon of each of the at least some web pages;

detecting an activation of an audio-access icon of the plurality of icons by the user;

determining a type of problem associated with [each] the activated audio-access icon from a context of prior interactions between the Internet user and the web site;

[detecting an activation of an audio access icon of the plurality of icons;]

selecting an agent with a best relative ability to address the problem based upon the determined type of problem and a skills list for the agent group; and

providing an call path using IP telephony between Internet voice plug-ins of the user and [an] the selected agent of the associated agent group [based upon activation of a audio-access icon].

Amend claim 19 to read as follows:

19. A method of servicing an inquiry from a user through the Internet, such method comprising the steps of:

providing a web site with a plurality of web pages for access by the user;

providing an audio-access icon on at least some web pages of the web site;

associating an agent group with [a subject matter of each audio-access icon of each of] the at least some web pages;

detecting activation by the user of an audio access icon provided on the at least some web pages;

determining a type of problem associated with [each] the activated audio-access icon from a context of prior interactions between the Internet user and the web site;

[detecting an activation of an audio access icon of the plurality of icons;]

selecting an agent with a best relative ability to address the [problem based upon the] determined type of problem [and] based upon a skills list for the agent group; and

providing an call path using IP telephony between Internet voice plug-ins of the user and [an] the selected agent of the

associated agent group [based upon activation of a audio-access icon].

Amend claim 20 to read as follows:

20. Apparatus for establishing an audio call path between an Internet user accessing a web site and an agent of the web site, such apparatus comprising:

means for providing a web site with a plurality of audio access icons and a plurality of agent groups;

means for associating an agent group of the plurality of agent groups with a subject matter of each audio-access icon of the web site;

detecting activation of an audio access icon of the plurality of icons by the Internet user;

determining a type of problem associated with [each] the activated audio-access icon from a context of prior interactions between the Internet user and the web site;

[detecting an activation of an audio access icon of the plurality of icons;]

selecting an agent with a best relative ability to address the [problem based upon the] determined type of problem [and] based upon a skills list for the agent group; and

means for establishing a call path using IP telephony between Internet voice plug-ins of the user and [an] the selected agent of the associated agent group [based upon activation of a audio-access icon by the user].

Amend claim 37 to read as follows:

37. Apparatus for establishing an audio call path between an Internet user accessing a web site and an agent of the web site, such apparatus comprising:

D6
C3
Cont

a web site with a plurality of audio access icons and a plurality of agent groups;

a call distribution controller operably coupled to the web site which associates an agent group of the plurality of agent groups with a subject matter of each audio-access icon of the web site;

detecting activation of an audio access icon of the plurality of icons by the Internet user;

determining a type of problem associated with [each] the activated audio-access icon from a context of prior interactions between the Internet user and the web site;

[detecting an activation of an audio access icon of the plurality of icons;]

selecting an agent of the agent group associated with the activated icon with a best relative ability to address the problem based upon the determined type of problem and a skills list for the associated agent group; and

a local area network which establishes a call path using IP telephony between Internet voice plug-ins of the user and [an] the selected agent of the associated agent group [based upon activation of a audio-access icon by the user].

R E M A R K S

1. Claims 1-55 are pending in this application. Claims 1-5, 8, 18-24, 27, 37-42 and 45 have been rejected under 35 U.S.C. §103(a) as being anticipated by U.S. Patent No. 5,838,682 to Dekelbaum et al. in view of U.S. Patent No. 6,046,762 to Sonesh and U.S. Patent No. 5,923,736 to Shachar. Claims 6-7, 25-26 and 43-44 have been rejected under 35 U.S.C. §103(a) as obvious over